

# Training Needs Assessment Form Sample for Customer Service

A **training needs assessment form** sample for customer service helps identify the skills and knowledge gaps of employees to improve their performance. This tool aids in designing targeted training programs that enhance customer interaction and satisfaction. Utilizing this form ensures a strategic approach to employee development in customer service roles.

## Employee Information

Employee Name:

Position/Title:

Department:

Supervisor:

## Assessment of Skills

Please rate the following customer service skills:

| Skill Area                   | Needs Improvement     | Adequate              | Excellent             |
|------------------------------|-----------------------|-----------------------|-----------------------|
| Communication Skills         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Problem-Solving              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Product Knowledge            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Handling Difficult Customers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Teamwork                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Training Needs

Areas that need improvement:

Suggested training programs or resources:

## Additional Comments

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